

## STATEMENT OF PURPOSE

RS28433 / H0169

As part of their annual budget requests to the Idaho Legislature, state agencies are required under Idaho Code 67-1904 to submit an internal review of their performance. The current law allows agencies to select up to 10 different “quantifiable performance measures, which clearly capture the agency’s progress in meeting the goals of its major divisions and core functions stated in the strategic plan.”

This bill adds a provision to that section of code requiring agencies to include as one of those measures citizen engagement and satisfaction. Some agencies are doing this now using modern tools such as online surveys. Adding this requirement will give the agencies and the legislature valuable insight into how they are perceived by the citizens they are here to serve. It will help agencies understand how citizens view their “customer service” and quality of interaction that citizens have with state agencies.

If an agency does not directly engage the public, it can substitute employee engagement.

### FISCAL NOTE

Agencies are already required to measure their performance, and can use existing staff and tools to incorporate this new measure. There should thus be no impact to the general fund.

#### Contact:

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**DISCLAIMER:** This statement of purpose and fiscal note are a mere attachment to this bill and prepared by a proponent of the bill. It is neither intended as an expression of legislative intent nor intended for any use outside of the legislative process, including judicial review (Joint Rule 18).